

# The Solution: Efficient Service Delivery

## COORDINATED ENTRY SYSTEM

For too long, limited housing resources became available on a first come, first served basis. The result was that most permanent housing was given to those homeless residents of Los Angeles County who were able to find out about openings, complete the forms, and stand in line. That did not serve the most vulnerable – those that needed the most support services and those that are the highest cost users of our healthcare, social services, and criminal justice systems.

The Coordinated Entry System (CES) is a process through which the most vulnerable homeless residents of Los Angeles County are matched with the available and appropriate housing resources. CES was developed to more efficiently connect homeless single adults searching for permanent housing to the most appropriate housing resource.

**“After years of working on Skid Row, I finally feel like we are working together... It used to take me two years to house my most vulnerable clients. With CES, it took me six months.”**

-Gina Jones, Los Angeles Christian Health Centers

### WITHOUT CES

Dead ends, closed doors



### WITH CES

Seamless Connections

Endless intakes, applications, and waiting lists

1 survey that connects to real-time housing opportunities

First come, first served

Best fit, housing match

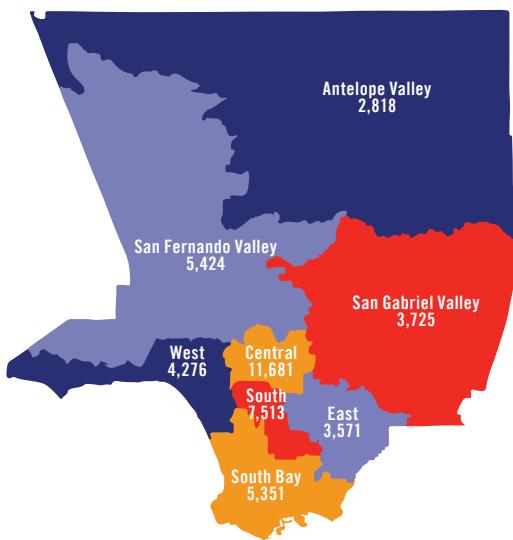
Each organization doing it all

Each organization doing what they do best

# Build Efficient Service Delivery: Coordinated Entry System

Since April 2014, Home For Good has released an annual request for proposal to support the development and expansion of the Coordinated Entry System, selecting a single collaborative community proposal from each of L.A. County's eight regions. These CES teams represent a collective of 10-30 distinct community organizations and additional cross-sector partners collaborating to end homelessness in their community with the support and leadership of a single, community-selected backbone organization.

## HOMELESS COUNT BY REGION\*



### SPA 1 - Antelope Valley

#### Valley Oasis

Diane Grooms

dvgrooms@aol.com

### SPA 5 - West Los Angeles

#### St. Joseph Center

Darci Niva

darci@westsideshelter.org

### SPA 2 - San Fernando Valley

#### LA Family Housing

Christina Miller

cmiller@lafh.org

### SPA 6 - South Los Angeles

#### SSG-HOPICS

Takita Salisbury

tsalisberry@hopics.org

### SPA 3 - San Gabriel Valley

#### Union Station Homeless Services

Sieglinde Von Deffner

svondeffner@unionstationhs.org

### SPA 7 - East Los Angeles

#### People Assisting the Homeless

Meredith Berkson

meredithb@epath.org

### SPA 4 - Central Los Angeles

#### LAMP, Inc.

Hazel Lopez

Hazell@lampcommunity.org

### SPA 8 - South Bay / Harbor

#### Harbor Interfaith Services, Inc.

Shari Weaver

sweaver@harborinterfaith.org

\*as of January 2015, Source 2015 Homeless Count

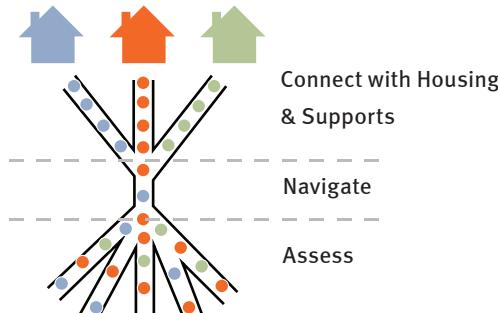
## Kathy's Story

Kathy was stubborn and sweet. She was homeless for 14 years before she became one of the first people housed through the Coordinated Entry System in 2013. Outreach staff assessed Kathy and identified her as highly acuity given her age, serious medical conditions and frequent use of emergency room services. Through the coordinated outreach and prioritization methods afforded by the Coordinated Entry System, Kathy was matched to her own permanent housing unit, where she passed away six months later, with the dignity she deserved long before.

## CES in Action

**100**  
organizations involved

**3,000**  
clients assisted toward  
housing



**15,000**  
assessments completed

**375**  
placements averaged per  
quarter

